

# Raunak Raj

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## Skills

- **Networking Equipment:** Cisco Switches (2960, 9300, 3750) | Cisco Wireless (Aircap 1832, 9120, 9166) | Cisco Nexus 9300
- **Firewall Solutions:** Cisco ASA, Palo Alto (220, 440, 850, 1400,3400) | FortiGate (40F, 60F)
- **Network Security:** Device Hardening | Network Monitoring | Device Deployment | Vulnerability Assessment (VA), Penetration Testing (PT)
- **Protocols & Technologies:** Proficient in TCP/IP, DNS, DHCP, LACP, Mist Edge, Cisco WLC, SD-WAN Solutions (Juniper Mist, Cisco SDA)
- **Networking Technologies:** • **Automation & Scripting:** Ansible Playbooks, Python, C++

## Experience

### Network Security Engineer

### Tata Consultancy Services

Kolkata, WB, IN 07/2021 - Current

- Managed and secured LAN/WAN networks for over **25,000+ users**, ensuring high performance and seamless connectivity.
- Configured and maintained **750+ Cisco switches** distributed among hub rooms and **300+ wireless access points**, sensors for optimal network operations.
- Configured & Managed **50+ firewall** systems, including Cisco ASA, **Palo Alto (220, 440, 1400,3200)**, **FortiGate (40F, 60F)**, to enhance network security and enforce compliance policies.
- Managed **VLANs, Port-channels**, IP addressing, subnetting, routing, DHCP, and DNS for efficient network operations.
- Conducted **VA / PT, HA failovers** addressing critical vulnerabilities and ensuring network integrity, redundancy.
- Developed **5+ Ansible Playbooks**, cutting manual tasks by 50% and boosting efficiency.
- Contributed to transitioning from a **2-layer to a 3-layer** data center architecture, enhancing scalability and performance.
- Passionate about exploring **SD-WAN** solutions such as Juniper **Mist** and Cisco **SDA**.
- Conducted network audits, identified **vulnerabilities**, and implemented **corrective** actions for compliance.

### Tower Lead

### Tata Consultancy Services

Kolkata, WB, IN 01/2023 - 08/2023

- **Mentored** a team of 10, overseeing IT support functions such as **IAM**, Active Directory, asset reimaging, **Intune** configuration, printers, cameras, and network **L1** support.
- Worked closely with Zscaler, Wintel, wireless, compliance, and network teams to address and resolve complex project issues, effectively minimizing disruptions to business-as-usual (BAU) operations.
- Managed and streamlined support processes, improving team efficiency and ensuring rapid resolution of technical issues.

### Technical Support Engineer

### Tata Consultancy Services

Kolkata, WB, IN 10/2021 - 01/2023

- Utilized network troubleshooting commands such as **ping**, **tracert**, **netstat**, **telnet**, and **nslookup** to diagnose and resolve LAN connectivity issues.
- Worked closely with **vertical** teams to address and resolve complex **project issues**, effectively minimizing disruptions to BAU operations.
- Reimaged and configured assets, including PCs and peripherals, to meet organizational standards.
- Managed IAM for systems including **Mojo** and **Microsoft Intune**, **endpoint** portal.
- Provided direct technical support to employees, resolving **LAN**, camera, and printer issues.

## Education

### Bachelor in Computer Application

### Amity University

Patna, BR, India 08/2007 - 12/2010

- Major in Computer Science

## Projects

- **NetBox Implementation:** Proposed and executed the transition from traditional IP storage methods to NetBox. Single-handedly deployed and configured NetBox on RHEL 8, replacing legacy systems with a contemporary open-source **IPAM** solution, significantly enhancing IP address management, and network operational efficiency. **(05/2024)**
- **Migration to Cisco SDA Site:** Contributed to the migration of a traditional site to a Cisco Software-Defined Access (SDA) environment. Played a key role in transitioning from legacy systems to a modern Cisco SDA infrastructure, enhancing network agility and efficiency. **(06/2023)**

## Mentorship

- **Google Solution Challenge:** Mentored 17+ student groups in the Google Solution Challenge 2023, offering strategic advice, technical insights, and hands-on support to build innovative Flutter prototypes. Helped teams solve problems, optimize applications, and integrate advanced features, fostering a collaborative, learning-focused environment. **(11/2023 - 11/2023)**

## Certification

- Google Cloud Certified Professional Cloud Architect. **(04/2023)**
- Planned PCNSE & JNCIA-Junos in the coming quarter.